



Transform Mental and Behavioral Health Fund



SAN FRANCISCO
GENERAL HOSPITAL
FOUNDATION



ZUCKERBERG
SAN FRANCISCO GENERAL
Hospital and Trauma Center



University of California
San Francisco



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

SFGHF Transforming Mental and Behavioral Health Fund

- Fund currently supports five ZSFG-based programs
 - Solid Start, Social Medicine, Team Lily, Addiction Care Team, Psychiatric Services
- Programs aim to understand and address patients' social and behavioral determinants of health
- Leverage broad collaboration
 - Cross-organizational UCSF-SFDPH
 - Inter-departmental
 - Multi-disciplinary
- Support patient navigation and data acquisition/analysis
- Support ZSFGH's True North



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Mission and Vision

- **Mission**

- To transform social and behavioral healthcare for San Franciscans, advancing health equity across the lifespan, through system-wide collaboration and community partnership.

- **Vision**

- Revolutionizing our systems to continuously create culturally affirming, accessible, equitable, and integrated community of care for San Franciscans rooted in justice, joy, love, and compassion.



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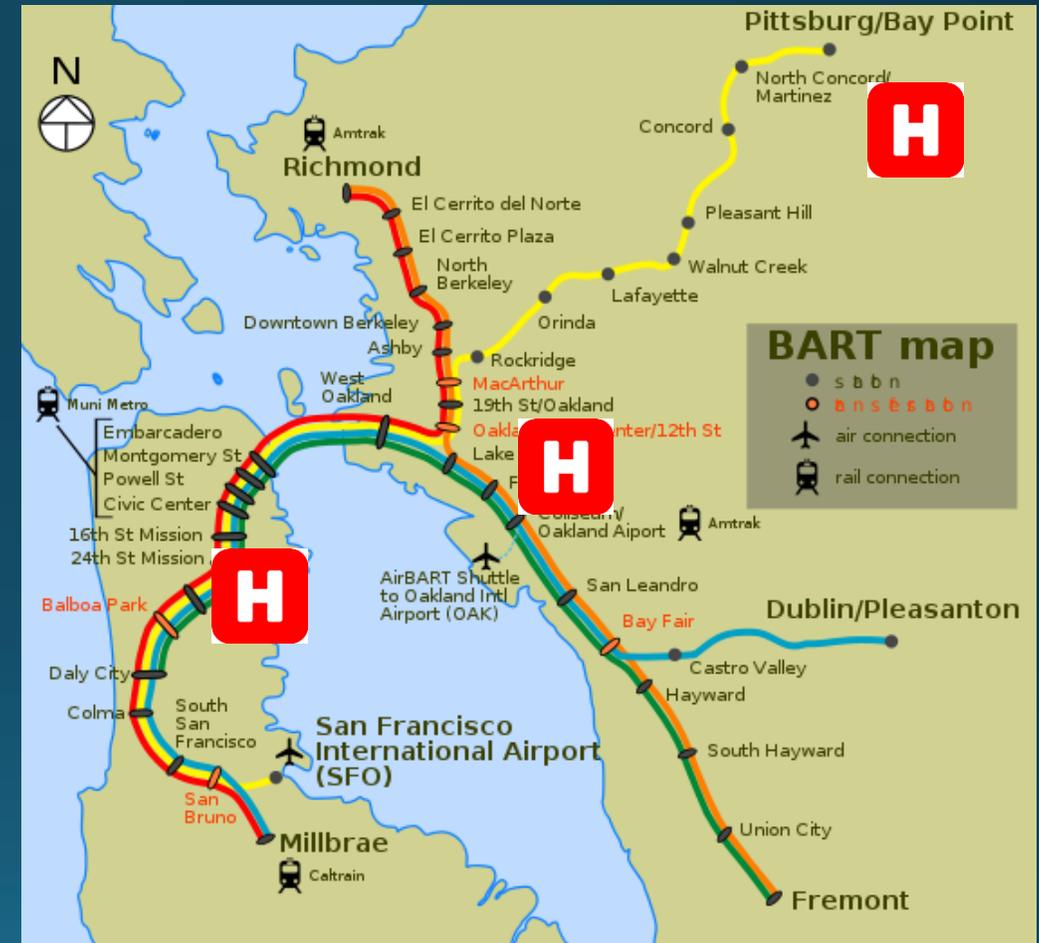
San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

SOCIAL  **MEDICINE**

Patient “Annie”

- Annie is an 89-year-old woman originally from Australia.
- Annie uses a wheelchair for mobility and spends most of her days on BART, the local municipal transit system. Each night she is escorted off train by security/police to ED or stays on the street. She avoids the shelter system due to previous assault. She has frequent episodes of incontinence on the train leading to 911 calls. Annie has visited a local ED 150 times in 12 months prior to our visit.
- Annie has been without stable housing, food or social companionship for over 20 years.
- Feb, 2018 ED visit: Annie has pressure ulcers, she has not bathed in months & appears malnourished. Social Medicine team elicited her priorities: hunger, painful bottom, concern for belongings being lost or stolen.





- Social Medicine PCC and MD spoke to Annie, provided new bags for her clothes, sandwich and juice and assessed her buttock ulcer. After some discussion, she was willing to meet with transitional housing staff.
- That evening, she moved into a mental health respite center. Over the next several weeks, she was able to eat regular meals, wash her clothes and began to form community.
- Several weeks later she was referred and accepted to a long-term care facility in San Francisco. She had 1 primary care visit and 2 ED visits in the year following our ED encounter.
- Annie is now 94 years old. She has not spent a day without housing or food since February 2018.



Our Team Members

Social Medicine Patient Care Coordinator

Emergency Department Social Workers

Care Coordination Nurses

Emergency Department Pharmacists

Social Medicine Clinicians

Transitions Division Partners

Addiction Care Partners

Inpatient Complex Care Partners

Kaizen Promotion Office

Current PDSA's

- ***Social Medicine consultation***
- ***Medications in hand***
- ***Coordinating shelter referrals & coordinated entry assessment***
- ***Food voucher, clothing, harm reduction kits & transportation card distribution***
- ***Substance use treatment collaboration with ACT, HOUDINI-Link & Bridge Clinic***
- PES Medications in hand
- Social Medicine team professional development
- Inpatient complex care
- Incentivizing ambulatory care follow-up
- ED consult checklist
- Screening for social needs

Community Collaborations

- City and County of San Francisco



- Community-based organizations



Our Impact

Since August 2017, the Social Medicine team has cared for patients with complex medical-psychosocial needs, provided care support, housing referrals, and prevented admissions and readmissions for thousands of patients.

6,000+

patient served — for example, linked to emergency/temporary housing, substance use treatment teams and resources, primary medical and mental healthcare and community social services

1,500+

patients provided with discharge medications free of charge with pharmacy education

1000+

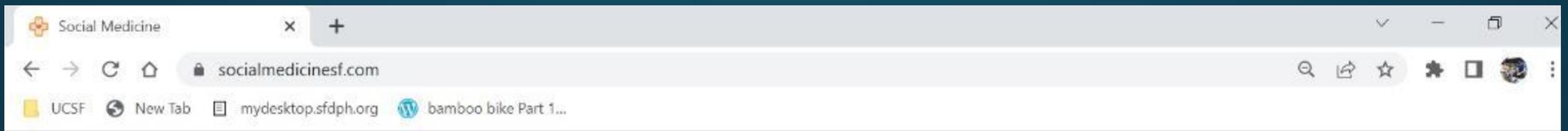
patients provided with care supplies (cellular phones, hygiene kits, transportation cards, food vouchers, safer sex supplies, clothing, water bottles)

128+

patients referred to permanent supportive housing, 43+ patients placed in permanent or bridge housing

800+

people helped to stay independent in community instead of social admission to hospital



SOCIAL MEDICINE

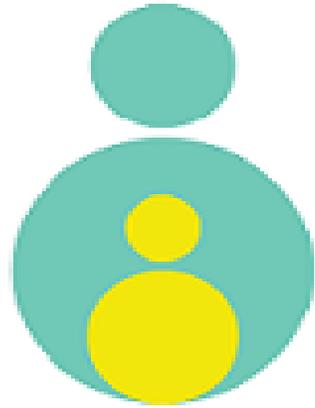
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Taking care of people, not just patients.

Social Medicine improves the ability of ZSFG and SFDPH to provide high quality, equitable care for patients with complex medical, behavioral health and social needs.

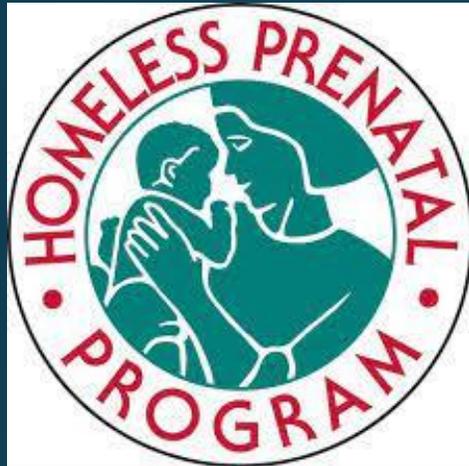
Check us out at: www.socialmedicinesf.org



solid start

Every door is an open door.

Maisha's Patient Story



ZSFG and Solid Start since 2015

1,200 births

5,000 families with children
aged 0-3 years

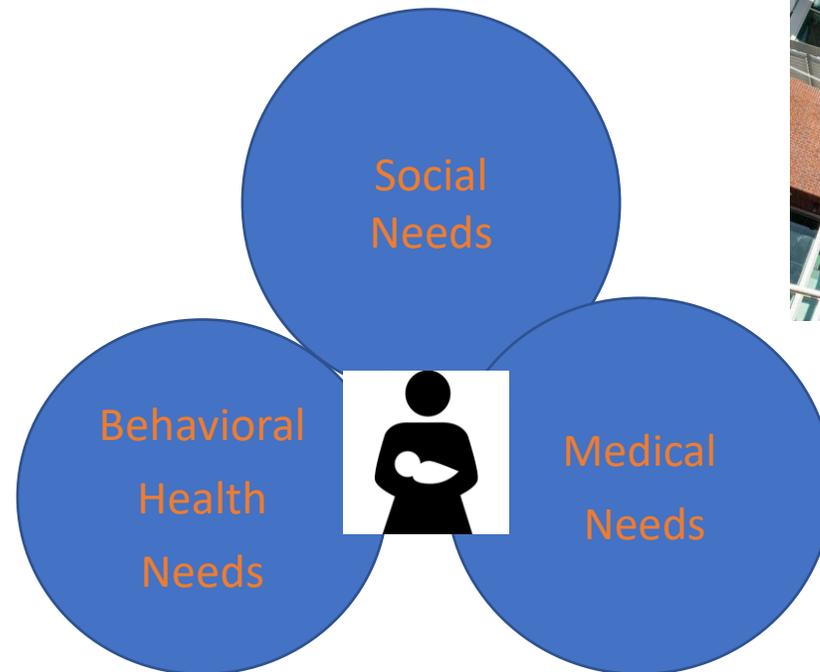
Steering committee across 4
departments

Numerous clinics and providers

Hospital and SFDPH leadership
support

Community-based programs and
partners

UCSF Affiliation



Current Emphasis

- Pregnant People and Families who are Experiencing
 - Homelessness
 - Child Welfare Involvement
 - Severe Mental Illness
 - Substance Use Disorders
 - Birth Inequities



State of California—Health and Human Services Agency
Department of Health Care Services



CalAIM Enhanced Care Management Policy Guide

Updated May 2022

Solid Start Collaborations





Check us out at: <https://solidstartsf.org/>